

AFTER THE STORM

Parking Ban

WARNING TO ALL WHO HAVE PARKING LOT PRIVILEGES!

In fairness to all and in accordance with the parking lot agreement which each person authorized to use hospital parking lots has signed, all cars must be removed at the time of a snowstorm.

Article 8 of the agreement states: "No car may be left in any parking lots in the evening or overnight during snow removal. Announcements will be made over the hospital paging system. Any car left in a NEDH parking lot after 7:00 p.m. in the evening of a snowstorm or when plowing is in progress may be towed away at the owner's expense. No car may be parked in any lot until snow removal is completed or until the person in charge of snow removal approves."

Article 13 reads in part: "I agree to move my car whenever requested by hospital authority, or as indicated in regulation No. 8, and I hereby give my permission to NEDH to have my car moved

(Continued on Page 5)

Pay Changes

We are deeply grateful to those who came to work during the big snowstorm of December 12 and appreciate the many hours they gave so willingly in caring for our patients.

They recognized that despite the great obstacles of weather and transportation the humanitarian considerations of serving the needs of patients were foremost. They were willing to make the necessary sacrifices, knowing that, unlike commercial enterprises, the hospital is concerned 24-hours a day, every day, with human life and human suffering.

In fairness to those who did show up for work, and in an effort to keep our policies in line with other hospitals in Boston, we are changing our practice of paying personnel for time lost due to storms, etc.

From now on, such time lost will be deducted, or may be taken as vacation time. If the department head approves, it may be possible to make up the time later at the convenience of the department.

R. D. LOWRY

OPEN HOUSE, CONCERT, PARTY MARK CHRISTMAS

The annual Christmas party for personnel, open house and Bazaar sponsored by the Friends and a concert by the Student Nurses Glee Club were among the Yuletide festivities at the Deaconess Hospital.

The concert was presented in the Joslin Auditorium under the direction of John J. Markarian, Jr., and immediately afterwards the Executive Committee of the school held an open house in the cafeteria.

Soloists were Karin Nyberg, Eleanor Bissell, Ann Welch, Ruth Ploettner and Marsha Willson. Miss Willson was also the accompanist, assisted by Janet MacDuff.

The Friends held two successful functions. Co-sponsor of the Bazaar was the Nursing Department. Central Lobby was crowded with bargain seekers and Deaconess supporters, netting more than \$1500 which will benefit the Nursing School.

Employees, staff and visitors enjoyed the Friends pre-Christmas open house in Central Lobby. The hospital party was held in the cafeteria with singing, dancing, punch, eggnog, cookies, cakes, mints, candy and other fun items.

Everyone—from patients to employees—had opportunity to join in the wide variety of activities throughout the season.



AND ALL FALL DOWN—Having fun dancing a Christmas version of the old children's favorite are employees at the annual Christmas party.

STORE WILL INSTALL CIGARETTE MACHINES

Cigarette machines are being installed in the pharmacy store to replace over-the-counter sales.

It is believed that this method will be much more efficient for hospital personnel and visitors. It will enable them to buy cigarettes without having to wait for service.



RETIRING—Mrs. Nora Webb of Dietary, center, is honored at tea upon her retirement. Others, left to right, are Effie May Winger, chief dietician; R. D. Lowry, executive director; Ellen Adams, personnel director, and Marjorie LeBeau, administrative assistant in Dietary Department.

MRS. WEBB HONORED ON RETIREMENT

A tea was given for Mrs. Nora Webb on November 29 in Harris Hall to mark the end of her long service to the Deaconess Hospital. An employee of the Dietary Department for 34 years, Mrs. Webb's was a familiar face to all of us in the Cafeteria.

Among the gifts presented to her at the tea were a handsome set of luggage and a large silver Paul Revere bowl. The tea was well-attended by her many friends and co-workers who came to wish her happiness in her retirement.

Haymes, Meredith S., Medical College of Virginia, Richmond, Virginia
Powell, Ina, Berea College Hospital, Berea, Kentucky
Purcell, Margaret F., University of Virginia, Charlottesville, Virginia

MIDDLE WEST

Bartee, Ruth E., St. Anthony Hospital, Carroll, Iowa
Rekstad, Patricia A., Kahler School of Nursing, Rochester, Minnesota
White, Marilyn I., St. Elizabeth Hospital, Lafayette, Indiana

WEST

Chur, Diane, University of Hawaii, Hawaii
Uptmor, Evelyn M., St. Alphonsus School of Nursing, Boise, Idaho

NEW NURSES FROM SCHOOLS IN 15 STATES

Since September, the New England Deaconess Hospital has welcomed many new nurses to its staff. Graduates from the Deaconess Nursing School can be recognized throughout the hospital. In addition, nursing schools from fifteen states are represented. The new nurses represent the following schools:

EAST

Baker, Florence E., Worcester City Hospital, Worcester
Barker, Susan, St. Luke's Hospital, New Bedford
Berry, Mary E., Lankenau Hospital, Philadelphia, Pennsylvania
Campbell, Mary D., Beth Israel Hospital, Boston
Daun, Greta I., Samaritan Hospital, Troy, New York
Duffy, Angela M., Thomas M. Fitzgeralds Mercy Hospital, Long Branch, New Jersey
Forslund, Karen F., St. Luke's Hospital, New York City, New York
Hannon, Patricia, St. Peter's Hospital, Albany, New York
Hindle, Grace, Truesdale Hospital, Fall River
Holley, Ruth A., Waterbury Hospital, Waterbury, Connecticut
Kielbasa, Arlene C., Salem Hospital, Salem
Mason, Elizabeth A., Mary Hitchcock Memorial Hospital, Hanover, New Hampshire
Peabody, Helen B., Salem Hospital, Salem
Pieck, Marianna, Columbia University, New York City, New York
Richard, Helen M., Monmouth Memorial Hospital, Long Branch, New Jersey
Rogers, Beverly A., Simmons College, Boston
Storie, Shirley A., Ellis Hospital, Schenectady, New York
Truelove, Carol L., Waterbury Hospital, Waterbury, Connecticut
Viola, Theresa L., Mercy Hospital, Portland, Maine
Wells, Judith A., Concord Hospital, Concord, New Hampshire

SOUTH

Butler, Phyllis L., Barnes Hospital, St. Louis, Missouri
Cartwright, Ann E., University of Virginia, Charlottesville, Virginia

NEW ENGLAND DEACONESS HOSPITAL BOWLING LEAGUE

DECEMBER 15 — SESSION 12
DIVISION STANDINGS

Division A — 380 Pts.

Team	TPF Including Handicap	Pts.
3 — W. Emery	17687	70
5 — C. Schraub	17688	66
1 — C. Fisher	17444	62
4 — D. Sabine	17458	61
2 — R. D. Lowry	17011	54
6 — J. Buckley	17004	41
7 — F. McCarthy	16589	26
High Singles for the Year		
R. Hart	137	
J. Byda	113	
High 3-string for the Year		
R. Hart	353	
C. Schraub	353	
C. Lowry	292	
High Average for the Year		
R. Hart	105	
J. Buckley	86	

Division B — 292 Pts.

Team	TPF Including Handicap	Pts.
11 — W. Sprague	17039	60
10 — M. Nelson	16997	51
14 — J. Healy	17049	49
9 — C. Spalding	16985	44
12 — J. Mazza	16937	38
8 — E. Murphy	16545	34
13 — D. Carmichael	16476	16
High Singles for the Year		
B. Hill	126	
F. Course	111	
High 3-string for the Year		
G. Makrokanis	320	
S. Meek	290	
High Average for the Year		
A. Goldsmith	94	
F. Course	90	

If you work for a man, in heaven's name work for him; speak well of him and stand by the institution he represents. Remember, an ounce of loyalty is worth a pound of cleverness. If you must growl, condemn, and eternally find fault, why—resign your position and when you are on the outside, damn to your heart's content—but as long as you are part of the institution, do not condemn it; if you do, the first high wind that comes along will blow you away, and probably you will never know why.

ELBERT HUBBARD



NURSING SCHOOL CONCERT—Music of the Christmas season is sung by students under the direction of John J. Markarian, Jr., before audience in Joslin Auditorium.

OUTPATIENT DEPARTMENT ADDS NEW CLINIC AT CRI FOR STUDIES AND TREATMENT

On the third Wednesday of each month, an Incontinence of Urine Clinic will be open in the Out-Patient Department in the Cancer Research Institute. Its medical staff will consist of Dr. Robert E. Desautels, Urologist, Dr. Thomas H. Green, Jr. and Dr. Richard R. Curtin, Gynecologists.

The purpose of this new clinic is to investigate in a detailed and uniform manner patients complaining of incontinence of urine. The studies will include urine culture, cystoscopy, cystometrogram, intravenous pyelogram and urethrocysto-

gram.

Decisions as to the treatment of the patient, operative or non-operative, will be made by the gynecologist and urologist after all the facts and results of the tests are available.

Successful management of this affliction has not always been achieved in the past because several causes of urinary incontinence exist and exact diagnosis has been difficult. This clinic will help to increase medical knowledge on the subject and improve the management of this perplexing problem.



AUTOMATION—Employees' and doctors' parking lots have entered the world of automation. Ramon Gonzalez of Laundry demonstrates the use of automatic parking lot gate. He inserts a Parkard into the electronic receiver to raise the striped barrier.

Thanks!

Gentlemen:

To each and everyone associated with your wonderful hospital goes our sincerest thanks for everything done for Larry when he was a patient there.

We had never heard of Special Care before and we can never say enough for this wonderful service.

LARRY AND ERMA BALLUM

Dear Mr. Lowry:

There are no words that I can find to express my gratitude for how wonderful the people at your hospital were to my aunt, Kathrine Hill.

The understanding and loving care that were given her were a great comfort to her, I know, and to her family as well.

I wish I could personally thank each doctor, nurse, and staff employee. Since this is impossible, I can only express my gratitude through you.

Weddings

Leta Mae Abbott, class of 1960, to George C. Tremblay.

Barbara Churchill, formerly of Admitting, to Latimer B. Eddy.

Jean Tilton, class of 1960, to Roger Gene Bryant.

Engagements

Sandra Taubert, class of 1963, to Russell Webb of Townsend, Mass.

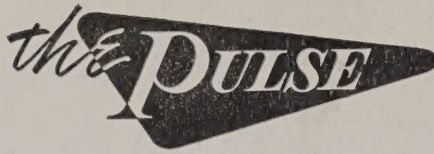
Marilyn Daley, staff nurse, to Lester D. Boyden of Milton, Mass.

Arlene Kielbasa, staff nurse, to Joseph F. Hayes of Gary, Indiana.

Jessie B. Smith, former staff nurse, to 2nd Lt. Roger Edwards, U.S.A.F.

Linda McKearney, class of 1961, to John Kent Jewell of Brooks, Maine.

Marcia Duwart, staff nurse, to John W. Tripp of Westwood, Mass.



JANUARY, 1961

NEW ENGLAND DEACONESS HOSPITAL, BOSTON 15, MASSACHUSETTS

Published by the Public Relations Department

Editor: EDWARD G. McGRATH

Editorially Speaking

MAY WE HELP YOU?

Your satisfaction with your work here is of real concern to us. If you ever feel that you have a problem or complaint or even just want to make a suggestion, please talk to us about it. With as many people working together as we have here, some misunderstandings are bound to occur which escape our attention. We hope that you will talk first with your supervisor or department head. However, if you prefer to see a member of the Personnel Office staff, someone will always be glad to help you. If you do not find the assistance you are seeking there and you think Mr. Wesley D. Sprague, Associate Director, or I can assist you, please make an appointment to see one of us. If you would like another employee of the New England Deaconess Hospital to accompany you at any time, this is quite all right. Just remember that the sooner you voice your problems, the easier they are to talk about. You will be helped as quickly as possible, for we believe that an untroubled employee is the best employee. Please let us know if we can help in any way.

R. D. LOWRY
Executive Director

Letters Reveal Gratitude of Deaconess Patients

Dear Mr. Lowry,

Though I have had occasions for hospitalization at other hospitals, none were as comfortable and pleasant as my recent stay at the New England Deaconess, and I hasten to write you of the friendly, courteous, and personal attention I received while a patient on Palmer 5.

The "esprit de corps" among the nurses, technicians, aides, and the volunteer workers was superb. I felt I was receiving individual attention and consideration, but even when I was able to be up and about the floor I observed the same attention and care being given to each and every patient.

All the employees deserve the highest praise for their efforts in their great field of endeavor. Of course, I can't forget the charming receptionist and her cheery smile as she came to my room each morning with the newspaper. It was my favorite "breakfast" news and what a nice gesture to get it gratis!

I hope some day to have the pleasure of meeting you personally while I am volunteering my services at the Deaconess, which I hope to be able to do real soon as a small token of my appreciation, so I may "Do unto others as others have done unto me".

GERTRUDE P. LEONARD

To Whom It May Concern:

In spite of the fact that it is perfectly delightful to be back home in my own bed, I do want to state my extreme satisfaction with the service, gentleness, thoughtfulness, and graciousness of all with whom I came in contact in the Palmer building during my recent 15-day stay there.

From the friendly greeting of the doorman who took my bag, through the quiet confidence of the gentleman who wheeled me to the operating room, the pat and "Good luck" of the aide we passed, the gentle ministrations of Mrs. Powell, the encouragement of Miss Cleland, Miss Musick, Miss Jewett, Mrs. Dunne, Mrs. Prince—I can't begin to name all those who were kind to me before and after I went through my first experience in surgery.

I've heard so many people gripe about food and service in various hospitals that I want you to know here's one completely satisfied patient. I think the Deaconess is TOPS!

MARJORIE H. ELLIS

HOSPITAL GIVES RECORD \$7500 TO UNITED FUND

The largest contribution ever given by the New England Deaconess Hospital to the United Fund campaign, which officially ended on November 22, has been reported by Hubert Sycamore, administrative resident and the hospital's chairman for the United Fund drive.

With almost 80% participation, employees and staff members exceeded the 1960 goal of \$6,100 by 23%, which produced a total amount of \$7,500. These figures are all the more impressive because our goal this year was increased 15% over the 1959 goal.

Mr. Sycamore, the Deaconess Hospital, and most especially the United Fund, wish to thank all those who "reached out their helping Hands" for a most rewarding response.

Rose Brooks Teaching Course in Medical Terms

Mrs. Rose Brooks, Assistant to the Director of the Medical Record Department, is giving a course at the hospital in medical terminology for medical secretaries in the Boston area and students at Hickox Secretarial School who plan to become secretaries in the medical profession. The course is given on Tuesday and Thursday afternoons in the Diabetic Teaching Room.

The course, which Mrs. Brooks is teaching for the fourth time, instructs students in the proper spelling and understanding of complex medical terms by breaking down and learning the medical prefixes, suffixes and word roots, derived mainly from the Latin and Greek. Once all the components of potential medical words are learned, it is then a simple matter to know the full meaning of such terms as "cholecystectomy" and "endocarditis".

Attending the Tuesday afternoon sessions of the course are three blind students at Hickox Secretarial School. Mrs. Hazel Berry, Mrs. Doris Johnson, and Mrs. Eileen Buschek, who formerly worked at the Deaconess in the old operating room in the Deaconess building, learn the subject matter by having someone at home repeat to them the terms to be memorized, and each is quizzed orally on her progress before each class begins.

At the end of the course at Hickox, where each also takes courses in English, typing and ediphone technique, each plans to become a medical secretary.

Parking

(Continued from Page 1)

or towed within the parking lots, or to a garage, if necessary during snow removal."

Article 14 reads in part: "I . . . agree to comply with the rules. I understand that violation of them will result in loss of parking privileges."

Because of violations of these articles great difficulty was experienced during the December blizzard in clearing the parking lots, to the hardship of all.

Parking privileges of six drivers who failed to cooperate in removal of cars were revoked. The policy of immediately revoking parking privileges will continue during future snowstorms for those who do not abide by the parking agreement and neglect to move their cars.



HERE . . .

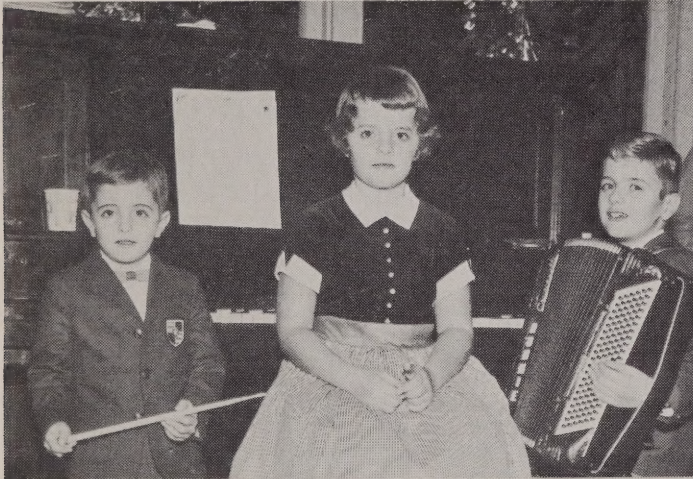
AND THERE

The Friends of the Deaconess held their formal opening of their new enterprise, the recently expanded and renovated Beauty Shop on Baker 6, on Monday, December 5th. You are cordially invited to go up to Baker to see the shop's "new look". More about this in a later issue of the "Pulse".

It was nice to have the Coffee Shop kept open during the big storm. With the exception of an hour and a half the first day of the blizzard, it was going strong. The Coffee Shop personnel, like personnel from every department, walked from Kenmore, Brookline Village, Jamaica Plain, and other places to get here.

Pamela Cook, daughter of the late Dr. Warren Cook and Mrs. Katharine Cook, Volunteer Director, will make her solo debut at the harpsichord on January 23rd in Carnegie Hall, New York City.

We extend our sympathy to Monica Stephenson, Dietary, and Mrs. Matilda Tonra, Hostess, on the death of their mother, Mrs. Jane Stephenson, on November 9. Both Miss Stephenson and Mrs. Tonra wish to express their gratitude and appreciation to all those members of the Deaconess family for the flowers and letters of sympathy which were sent to them.



ENTERTAINERS—The children of Pat Arrigo, pharmacist, pose at Christmas party after entertaining employees. From left to right are Glen, Linda and Ronnie.



CHRISTMAS BAZAAR—Crowds find variety and bargains at Bazaar sponsored by the Friends of the Deaconess and Nursing Department in Central Lobby.



FRIENDS OPEN HOUSE—Visitors to the hospital help themselves to the refreshments served in the Central Lobby at the Friends of the Deaconess Open House on Sunday, Dec. 18. Serving coffee is Mrs. Eugene Mather, and to her right is the chairman, Mrs. George Rohrbough.

Despite predictions that doctors would not "go out to the woods", by 1912 more than 50 doctors were bringing their patients to the new Deaconess Hospital on Pilgrim Road, and in the next year Miss Adeliza Betts, who succeeded Miss Mary Lunn as superintendent, reported sorrowfully that the hospital had been forced to turn away almost as many patients as it had admitted.

The bed capacity of the Deaconess Hospital was increased in 1915 through the opening of Brodbeck Cottage on Pilgrim Road, which accommodated 25 diabetic patients. It had set aside special rooms for goiter work and equipped its first X-ray department. It was here, on August 7, 1922, under the direction of Dr. Elliott P. Joslin, that insulin was administered for the first time in New England. The patient was a nurse, Miss Elizabeth E. Mudge.

Meanwhile, war clouds were gathering. On October 6, 1917, a portable building, the Willard T. Perrin Ward, which had been erected on the vacant lot at Pilgrim and Deaconess Roads, was opened. In this building sick and injured World War I soldiers and sailors were given medical and nursing care under the auspices of the New England Deaconess Hospital. Work done in this pavilion by the members of the medical and nursing staff was truly heroic. After the war, this building was used for some time as a male ward.

The story of the Palmer Memorial begins in 1919 with a woman who had no place to die. Until the House of the Good Samaritan in Boston gave her refuge, Jennie Lincoln Palmer could find no hospital with a bed available for an incurable patient. Then in 1920, the Cullis Consumptive Home was given to the trustees of the Deaconess Hospital, to be used as a hospital for the care and treatment of advanced cancer cases. The building was renamed the Palmer Memorial and offered accommodations for 39 cancer sufferers needing terminal care. Sadie A. Hagen, a Methodist Deaconess, was its first superintendent, and Annie Raynes, also a deaconess and one of the early graduates of the school of nursing, was appointed head nurse.

The nursing given at the Palmer Memorial was superior, but there was no opportunity offered to those who might be completely cured, or whose lives might be spared for years of

YEARS OF GROWTH

useful activity through modern treatment. In 1927 a new Palmer Memorial, with 100 beds, was constructed on the Riverway near the Deaconess building, where not only terminal care was given, but care as well for acutely ill patients requiring radium, deep X-ray therapy, or surgery. The building's capacity was 85 beds and it was modernly equipped throughout.

One of the new Palmer Memorial's first patients was a minister, unable to take a mouthful of food by himself, who for seven years had to be turned in bed every two hours. In all those years he was nursed with such care that he never had a bed sore or an accident of any kind.

The George F. Baker Clinic, erected next to the Palmer Memorial in 1934, was the outgrowth of work started at Brodbeck Cottage. At the Brodbeck Cottage classes had been organized for instruction in proper home care of diabetics, and Wandering Diabetic Nurses were sent throughout New England to help former patients and sometimes entire communities. The first diabetic dental clinic and foot room in the world were established at the Deaconess Hospital. Research brought about great improvements in diabetic surgery and demonstrated that diabetic coma need not be fatal.

The formal opening of the George F. Baker Clinic in 1935 added greatly to the facilities of the hospital, providing not only additional beds but much-needed laboratory space for research related to diabetes.

In 1923 Miss Betts resigned after 22 years of service to the hospital. She had given unselfishly of her time and self to her work, and her administration had demonstrated her kindly wisdom and her gentle gracious personality. Miss Betts was succeeded by Caroline A. Jackson, a Methodist deaconess and graduate of the school of Nursing of 1917. Miss Jackson resigned in 1930 following several years of devoted service. At this time the New England Deaconess General Hospital and the Palmer Memorial Hospital were combined under the same administration with the Reverend Warren F. Cook as General Superintendent and Sadie A. Hagen as assistant superintendent.

Under Dr. Cook's wise and able leadership, the hospital continued to grow. On June 5, 1951, the hospital's Cancer Research Institute was dedicated, directly across the street from the hospital. The Deaconess' cancer program, begun a quarter of a century before with the establishment of the Palmer Memorial, was now brought together in one place to continue its work in cancer research, the diagnosis of cancer, and atomic research. The Institute was made possible by a grant of \$485,000 from the United States Public Health Service, by \$25,000 for radio-isotope facilities from the Trustees of the Godfrey M. Hyams Trust, \$5,000 from the Friends of the Deaconess, and gifts of land, beds and other hospital facilities from the hospital itself.

The Deaconess Hospital dedicated its main hospital building on June 9, 1953. The new Central Building climaxed a half-century of solid growth, not only in the care of the sick but in research into the causes and cures of disease.



THROUGH THE YEARS — Costume on left was worn by original Deaconesses who founded the hospital in 1896. Next is the nurse's uniform worn by first graduates in 1903. Second from right is the garb of 1914, while on the right is the present uniform.